

Placer READI Committee

Race, Equity, Access, Diversity, and Inclusion

March 8, 2022 – Minutes

Zoom Meeting 10:30AM - 12:00PM

Zoom Link: <https://placer-ca-gov.zoom.us/j/92566276929?pwd=amFHbzczwNjgxUTIKMzVjVmJSWnNaUT09>

Introductions & Announcements

Introductions -

Alex Demy - Peer Coordinator with AMIH Housing, oversees the Family Support Services team, the Speaker's Bureau, and Consumer Council; Colleen Maruscsak - MSW intern with ASOC's Mobile Crisis Team; Patty Garcia - Lead Family Advocate with Cal Voices; Danielle Park – Uplift Family Services in N. Tahoe; Jessica Luna-Miranda – Youth Empowerment Support Program with CSOC; Twiana Armstrong – Founder/Owner of seeMYchild, a local non-profit, holds community unity events such as Placer MLK and Juneteenth celebration, is also owner and founder of It's Personal Enterprises, focusing on leadership training, development, and coaching; Justine Bingham – intern with Turning Point Community Program at the Coloma Center, Stefani Aguon – Client Services Counselor with Placer County HHS working with customers in the Cal Works Employment Services Program; Anno and Loren Nakai from Sierra Native Alliance; and Jamison Lopizich – Chief of Security for Sierra College District.

- Approved 01-11-2022 READI meeting minutes.

Committee Member & Provider Announcements -

- Uplift Family Services has merged with Pacific Clinics, are now called Pacific Clinics.
- Placer Pride Festival – May 21st at 10 am to 4 pm at Royer Park in Roseville, information on vendors, volunteers, and entertainment registration can be found at: bit.ly/3Aup1sU
- Juneteenth event, hosted by See My Child, on Saturday, June 18th at Johnson-Springview Park in Rocklin between 9 a.m. to 12 p.m., looking for vendors. If interested contact Twiana at seemychild@gmail.com.
- Recovery Happens is in the planning stages, will be held in September, if organizations are interested in being a vendor contact Melissa Sleeper at MSleeper@placer.ca.gov.
- Committee recognized International Women's Day, in particular the women and girls in Ukraine who are caught in a war, took a moment to recognize their resilience, strength, and courage as they face the experiences they and their families are going through.
- HHS Strategic Plan – HHS has updated its Strategic Plan for this coming year, last year as part of the workgroup they addressed a priority related to creating a more culturally responsive and diverse workforce, which was under their workforce strategies. This year, HHS has added an

entire component on Health Promotion and Equity. Below are the Objectives and Strategies, which can also be found at <https://www.placer.ca.gov/1838/Divisions>.

- Community Health Messenger – HHS Infrastructure, Community Health Scorecards.
- Culturally Competent Services – Equity/Cultural Competence Assessment; Departmental Cultural Competence Goals; Cross-sector Workgroup; and Community Agencies.
- Health Disparities – Prioritize Health Disparities for HHS Action; Health Disparities and Equity Dashboard; Capacity Building and Resilience Promotion

Goal 1: Expanded Collaboration

Elect new Placer READI Co-chair:

- Sue acknowledged Natalie's gracious commitment as the committee's co-chair and the need to fill the one-year commitment with a new co-chair. The committee's charter requires the co-chair to be a community member or provider, and not a System of Care employee. Co-chair duties include help with facilitating READI meetings and participating in an agenda prep meeting prior to each READI meeting, with the occasional communications that occur in between. In the last meeting committee members were asked to contact Sue if they were interested in volunteering to be co-chair, no members volunteered, Natalie offered to share co-chair duties with another member to help alleviate some of the commitment concerns if needed.
 - For members interested or who have questions about the co-chair role, reach out to Sue Compton at SCompton@placer.ca.gov. Natalie offered to talk with anyone who may be interested in the co-chair role and her experience to reach out to her at NSherrell@sierracollege.edu.
 - Elisa spoke to the younger members of the committee about volunteering for co-chair and how being involved would be beneficial for their own personal and professional growth, with access to more individuals and resources within the community and the System of Care.
- **Benchmark(s):** 80% attendance by committee members/agencies over the Fiscal year

Goal 2: Identification of Disparities

Placer READI Ambassador Program:

- Sue gave an overview of the READI Ambassador Program to new members and followed up on the action items from last meeting. Sue has created an Ambassador folder on the Box site which includes information such as the sign ups to meet with the different System of Care teams, a Power Point presentation for Ambassadors to use when meeting with their team, and a FAQ sheet and new prompts.

- Discussed the recent meeting held with Ambassadors who could attend, purpose was to check in to see how things were going, discuss the feedback Ambassadors have received, what kind of supports are still needed, and reviewed the new tools available to Ambassadors. One of the feedback pieces from the Ambassador meeting was how it would be helpful if the supervisors of the teams have an expectation to help facilitate some of the dialogue.
- Tracking Feedback and Suggestions received by Ambassadors – discussed what are the next steps when Ambassadors receive information from their teams. As a committee, need to identify what the action items are and create a tracking mechanism to be able to follow up to create accountability. If members are having any trouble getting their feedback notes into the Box site document, please email Connie and they will be added to the document.
- For feedback and issues the committee will be not be able to address right away, or even address themselves as a committee, such as those on a more systemic level, Sue will bring them up with SOC leadership and whether they should go to SOC organizational leadership or if they need to go higher to the HHS level.
 - READI currently reports to a couple of different groups, work the committee does goes on the county's state reporting tools, such as the annual updated Cultural and Linguistic Competency Plan; a report out to the quarterly Quality Improvement Committee, where discussions on Quality Improvement happen; the committee has a standing agenda item for CCW's meetings and one with community leadership on the CSOC side, similar to Org Leadership on the ASOC side; there is also a meeting with supervisors and seniors and a separate Management Team meetings for both ASOC/CSOC where READI is discussed.
 - Sue suggested when teams provide feedback to ask them what they see as movement or improvement because there are some broad topics they are discussing and would help the committee in prioritizing or identifying what the next step should be.
- Claire suggested for issues the committee does not have the responsibility or authority to change, the committee can identify some metrics so the committee can measure accountability in some way. As the committee receives feedback for system wide changes, it needs to identify what pieces are part of the committee's role and those needing to be elevated and then following up after a period of time to see if there has been any movement or changes implemented.
- Michele and Claire's feedback received from ASOC's Adult Protective Services team:
 - Need more Gerontologist clinicians specialized in working with the older adult population.
 - APS is seeing where a lot of the services customers access from HHS, such as CalFresh and Medi-Cal, older couples are having to make the decision to get divorced in order to qualify for those programs.

- When older couples need to enter an emergency shelter, they have to separate because there are male and female housing, and often one of them is a care provider to their spouse who is possibly experiencing dementia or other medical conditions. Some of these issues may be “reasonable accommodation” issues, for people who have a family member who is a care provider, it gets into more of individuals rights as a person with a disability. Although, many elderly in the community do not see themselves as individuals with a disability, so there is an education piece there.
- Claire – the discussions she and Michele have had with the teams, the issues the teams are dealing with are not specifically race and ethnicity, there are so many issues that everybody deals with that talk to accessibility, inclusion, and equitable services. A lot of the Older adult community have many diverse needs that are somewhat unique to them, other cultural groups have unique needs that we tend to brush aside, but we need to address them because they are the current needs of the community. As we age we will incur some disabilities, such as sight or hearing impairments, and other kinds of cognitive issues.
- The APS team shared examples of individuals who have had mental health issues their entire life and have been receiving treatment, suddenly when they turn 60 those are “dementia” issues, and those individuals fall into another system causing some to fall through the cracks. The APS team asked for a training around this issue and when the Ambassadors go back to the next APS meeting, they will share the WET committee is working on a training for this very issue.
- Colleen shared when she worked on the APS team she received a lot of training on the Older Adult population, but as a general worker with ASOC, the training is lacking and suggested The Dementia Whisper training.

Resource Guide:

- Sue discussed one of the things the committee wanted to do with the Ambassador Program was to find culturally specific resources other teams and agencies are using, and to identify where there may be gaps in services, with the goal of creating a collective Resource Guide. Connie has begun putting together a draft guide with the resources Melissa Sleeper provided. Behavioral Health has many resource lists, for different purposes, and each agency usually has their own, crossing different needs of the client’s they serve such as Mental Health or Substance Use services. The committee decided to create a guide specific to culturally responsive services and culturally specific services.
 - Sue asked committee members to send to Connie at CFalcone@placer.ca.gov if they or their agency have their own Resource List. Once completed the Resource Guide will be shared by Ambassadors with their teams, with the hope of continuing to receive more resource suggestions.

- Feedback and suggestions for READI Resource Guide - needs to be sorted alphabetically and by the different types of services; create business cards and flyers with a QR code for individuals to scan with their smartphones to be able to pull up the document vs. printing; include an index separating out each category such as Older Adult services; having filters built within the document for searching a particular type of service; use a program such as Google Suites which allows the document to be locked and specified individuals can edit but accessible for anyone with a QR code or link to view.
 - Identify multiple individuals who can update the guide in case staff leave the document will still be accessible.
 - Need to address the challenge when trying to specify services are for a particular group or culture, many providers claim to be all-inclusive.
 - Accessibility - need to be aware of those who are accessing the document, are they comfortable with technology or is it a barrier, especially for individuals unfamiliar with using such things as filters.
- Discussed concerns of the Resource Guide reinventing something 211 already provides. Sue suggested possibly identifying culturally focused services and resources from different agencies out in the community, then sharing the information with 211 so they can incorporate the information into their platform.
 - Loren shared how accessing 211 is a socio-economic issue and can be a barrier, individuals need a phone and for the Native American population, 211 is not the best option. Individuals trying to navigate 211's menu can be a barrier for some callers.
 - Andrea shared her experience with 211 and how they do not always have the resources she is looking for. Melissa discussed the long wait times sometimes when calling which can be a barrier.
 - Michele suggested the committee create its own resource guide but share the resources identified with 211 because it would be beneficial to the 211 system to help it grow and be more useful to the community.

Workforce Surveys:

- Discussed the committee's goal for FY21/22 of launching a 3-part workforce survey across the System of Care, which includes Adult System of Care, Children's System of Care, and community-based organizations contracted with Placer County. The 3-part survey includes:
 - 1) Demographic survey of the workforce.
 - 2) Organizational equity assessment.
 - 3) A survey similar to the Cultural Humility survey, the survey looks at the individual's types of trainings, resources, and education they have participated in and where they see their own growth and development.

- The surveys have been reviewed by the READI committee and received approval from SOC leadership. The committee's plan is to roll out the survey series two weeks apart from each other as opposed to all at once. One of the main incentives for creating the READI Ambassador Program was to lay a foundation of dialogue on diversity, equity, inclusion, and to help lay the groundwork on the intent of the surveys in order to help with participation and feedback.
 - Timing: surveys to launch mid to late April, will take 6-weeks to finish administering the series; Sue will be working with the county's organizational leadership, managers, and directors, about speaking at All-Staff meetings about the surveys.
 - Discussed planning a separate meeting prior to Ambassadors meeting with their teams to discuss the surveys and having some content/messaging on the purpose and reasoning of the surveys for Ambassadors to present.
- From the results of the surveys, the next step will be looking at the results as a group, identifying what information can be gathered to help identify goals for the READI committee for FY22/23. For the System of Care as a whole, READI will be looking at the information to see what strategies can be informed by the outcome and information received from the survey results and feedback.
- **Benchmark(s) / Measurement Tools:** Implementation of SOGIE data collection in the Electronic Health Record EHR; administer workforce survey series within the Fiscal Year.

AI: Sue will reach out to 211 and HHS about the Resource Guide to ensure the committee is not duplicating efforts.

Responsible Persons:

Sue

Completion Date:

AI: Provide Ambassadors specific content around the purpose and reasoning for the surveys to discuss with their teams.

Responsible Persons:

Sue

Completion Date:

Goal 3: Training Inform WET Committee/ SOC Development

SOC / WET Training Calendars: (located on Box site)

- Discussed the SOGIE trainings the committee has been working on this year; included SOGIE 101 training which included a panel discussion and Claire as the facilitator. The Campaign for Community Wellness is hosting a CalMHSA training which has been broadly shared with SOC and the community, information can be found at PlacerCCW.org, CCW is an MHSA stakeholder committee and has a calendar of trainings, including many WET funded trainings, the training coming up is:
 - SOGIE - Inclusive Behavioral Healthcare: a two-part training, Part 1) Creating SOGIE-Inclusive Behavioral Healthcare Services on March 23, 2022; and Part 2) How to Integrate SOGIE - Inclusivity Into Behavioral Health Treatment Service Provision on April 6th, 2022. The training will be recorded for those who are unable to participate, those who register for the training will have access to the recordings.

- **SOC's Performance Improvement Plan (PIP)** - one of the activities the System of Care is working on as part of its PIP is training clinic services staff on providing more culturally responsive care related to SOGIE. The training will help staff on how to ask questions around pronouns, how to ask about sexual orientation and gender identity, and the training is required and has also been shared with both CSOC and ASOC.
- **Peer training** – the state is working on a Peer Certification process and counties are expecting trainings to come out of the process. Discussed focusing on and utilizing individuals with lived experience in the county's system, SOC has peers and family advocates embedded in the services being provided; however, the system can do a better job at ensuring the voices of those with lived experience are being incorporated into its care model.
- **Cultural Broker Dialogue Series** is in progress, Anno and Loren Nakai with Sierra Native Alliance are helping to facilitate with Carlos Rivera.
- Opened up discussion on possible training topics: Bystander training, which was put on collaboratively with Place Collaborative Network PCN, in discussions on whether to have training internally for SOC staff. Microaggressions training. Refugees and immigrants – populations being displaced in trauma.
- **Benchmark(s):** At least one member per meeting sharing information on training curriculums, upcoming conferences, or webinars.
- **Ijeoma Oluo**– “I don't want you to understand me better, I want you to understand yourselves, your survival has never depended on your knowledge of white culture, in fact it is required your ignorance.”

Prior Action Items		Responsible Person & Status
AI #1	Sue will send out an email to the committee about selecting a co-chair for READI and will follow up with a Survey Monkey if there is more than one candidate.	Sue
AI #2	Combine Ambassador documents and resources into one folder on the Box site, create a tracking sheet for the feedback ambassadors receive during Team Meetings, and add a description to the different teams on the sign-up Ambassador spreadsheet.	Sue

Next Placer READI Meeting: May 10th, 2022; 10:30 to 12:00; via Zoom.

March 8, 2021 – Attendance

- Stefani Aguon - Client Services Counselor with Cal Works Employment Services Program
- Twiana Armstrong - Owner/Founder of seeMYchild and It's Personal Enterprises; City of Rocklin Parks, and Rec Commissioner
- Justine Bingham - Turning Point Community Programs Coloma Center, MSW Intern
- Claire Buckley - MHADAB Mental Health Alcohol and Drug Advisory Board for Placer, the Older Adult Advisory Commission, the Agency on Aging Area 4, and on Prism-Q Board
- Anibal Cordoba Sosa – Director of Family Support and Community Engagement Sierra Community House
- Sue Compton – Committee Co-chair, Mental Health Services Act (MHSA) Coordinator, Ethnic Services Manager, and WET Coordinator with Placer County Systems of Care
- Alex Demy - Peer Coordinator with AMIH Housing, Family Support Services team, Speaker's Bureau, and Consumer Council
- Lauren Evans – Client Services Practitioner with ASOC's Homeless Liaison team
- Connie Falconer - Adult System of Care (ASOC) Clerk
- Patty Garcia - Lead Family Advocate with Cal Voices
- Elisa Herrera – Executive Director Latino Leadership Council LLC
- Michele Irwin - Placer Independent Resource Services PIRS in Auburn
- Jamison Lopizich – Chief of Security for Sierra College District
- Jessica Luna-Miranda – Youth Support Coordinator with Youth Empowerment Support Program (Y.E.S)
- Jessica Martinez – Client Services Practitioner with ASOC's Mental Health Clinical Services team
- Jennifer (Jen) McMillan-Allen - MSW student at Sac State interning with Sierra College's CARES Team
- Colleen Maruscsak – MSW intern with Mobile Crisis Team and a Client Services Assistant II
- Kim Maurer - Clinical Team leader at Turning Point, Coloma Center
- Mollie Murbach – Community Engagement Associate and Interim Volunteer Coordinator Stand Up Placer
- Anno Nakai – Executive Director for Sierra Native Alliance
- Loren Nakai – Program Manager for Sierra Native Alliance
- Danielle Park – Uplift Family Services in N. Tahoe
- Bertha Ramirez Magana - Clinician with Uplift Family Services
- Andrea Salazar- Youth Support Coordinator with Youth Empowerment Support Program (YES)
- Natalie Sherrell – Committee Co-chair, Lead Campus Advocate and General Counselor with Sierra College Behavioral Intervention CARE (Concern, Assessment, Response, Evaluation)
- Bobby Singh Gosal – Dean of Student Services at Sierra College
- Melissa Sleeper - ASOC Client Services Counselor and specialist with Housing and Disability Advocacy Program (HDAP)